

PROJECT REPORT

1.INTROUCTION

1.1 OVERVIEW

The project aim is to provide real-time knowledge for all the students who have basic knowledge of Salesforce and Looking for a real-time project. This project will also help to those professionals who are in cross-technology and wanted to switch to Salesforce with the help of this project they will gain knowledge and can include into their resume as well.

Employees travel on business trips to attend conference, perform research, scout potential locations, meet suppliers, visit clients, and for numerous other essential reasons. Whatever the reason, such trips enable them to seek lucrative opportunities, build relationships, solve problems, enhance productivity, and drive growth.

Unfortunately, a persistent problem facing many with such aspirations is that they often find themselves in situations where the trips become a tiresome burden with exponentially higher costs than expected.

1.2 PURPOSE


The Purpose of travel policy is to ensure that the travel expense of the company is controlled by establishing certain standards. Employees must control business travel expense by making the sound judgement with respect to use of company funds.

Travel is an important aspect for carrying out the business, it is expected from employees that they will follow the “travel guidelines for employees” while travelling and would provide documentation in support of the same. It is also meant to reimburse the amount spent by an employee when on international or domestic travel.

2. PROBLEM DEFINITION & DESIGN THINKING

2.1 EMPATHY MAP

Template



Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

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Build empathy

The information you add here should be representative of the observations and research you've done about your users.

Says

What have we heard them say?
What can we imagine them saying?

Task: select the most important user need

Go to store for your purpose

Get a permission for our visit

cause of travel (approval application)

when someone receives the expected result

Create the app

benefit of travel application for users

the place to travel is an unique experience

the process of travel application

the process of travel application

Thinks

What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?

what is the most important need

what is the most important need

what is the most important need

what is the most important need

what is the most important need

what is the most important need

what is the most important need

what is the most important need

Does

What behavior have we observed?
What can we imagine them doing?

what is the most important need

what is the most important need

what is the most important need

what is the most important need

what is the most important need

what is the most important need

what is the most important need

what is the most important need

Feels

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?

what is the most important need

what is the most important need

what is the most important need

what is the most important need


what is the most important need

what is the most important need

what is the most important need

what is the most important need


Give them a name and a portrait to empathize with your persona.



Need some inspiration?

See a finished version of this template to bootstrap your work.

[Open example](#)



2.2 IDEATION & BRAINSTORMING MAP



Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

🕒 10 minutes to prepare
🕒 1 hour to collaborate
👤 2-8 people recommended

🗨️ Share template feedback



Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

🕒 10 minutes



A Team gathering

Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.



B Set the goal

Think about the problem you'll be focusing on solving in the brainstorming session.



C Learn how to use the facilitation tools

Use the Facilitation Superpowers to run a happy and productive session.

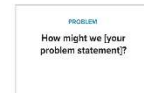
Open article →



Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

🕒 5 minutes



Key rules of brainstorming

To run a smooth and productive session

- | | |
|-------------------|----------------------------|
| 🗨️ Stay in topic. | 💡 Encourage wild ideas. |
| 🙅 Deter judgment. | 👂 Listen to others. |
| 🗣️ Go for volume. | 👁️ If possible, be visual. |



Need some inspiration?

See a finished version of this template to kickstart your work.

Open example →

2

Brainstorm

Write down any ideas that come to mind that address your problem statement.

🕒 10 minutes

TIP

You can select a sticky note and fix it to the wall (unless it's sticky!) or to start drawing.

Aswin

Streamline
travel
approval
work flow

Thangadurai

Procedure
travel
application

Maamundi

Buisness travel
for workin
employee in
high influence
our corporates

Seeranan

Procedure to
request a
reimbursement
of travel
experience



3

Group ideas

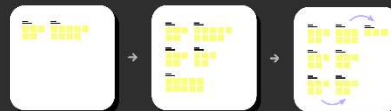
Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you and break it up into smaller sub-groups.

🕒 20 minutes

Aswin
Thangadurai
Maamundi
Seerangan

TIP

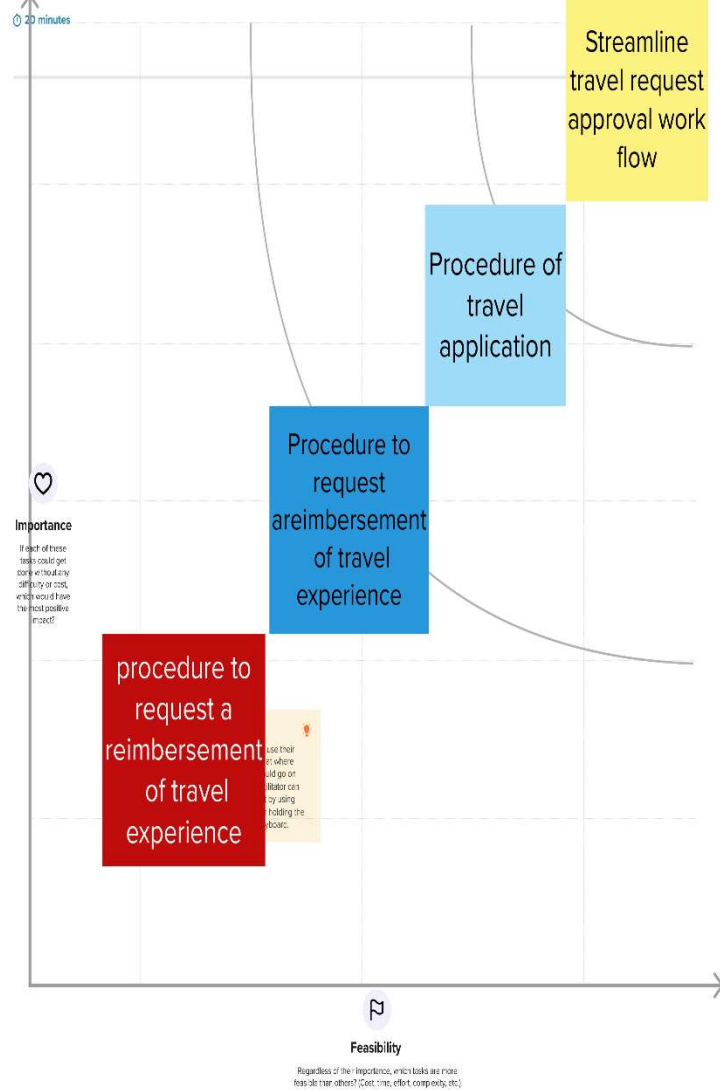
As it's uncomfortable to keep everyone's view of a problem fixed in one category, and collapse the important ideas as much as you can.



4

Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.



+

After you collaborate

You can export the mural as an image or pdf to share with members of your company who might find it helpful.

Quick add-ons

A

Share the mural

Share a view link to the mural with stakeholders to keep them in the loop about the outcomes of the session.

B

Export the mural

Export a copy of the mural as a PNG or PDF to attach to emails, include in slides, or save in your drive.

Keep moving forward



Strategy blueprint

Define the components of a new idea or strategy.

[Open the template →](#)



Customer experience journey map

Understand customer needs, motivations, and obstacles for a new experience.

[Open the template →](#)

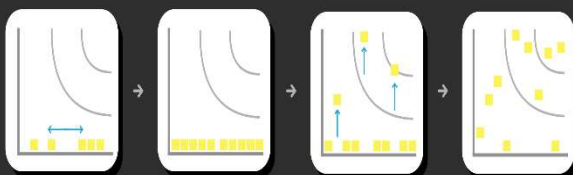


Strengths, weaknesses, opportunities & threats

Identify strengths, weaknesses, opportunities, and threats (SWOT) to develop a plan.

[Open the template →](#)

[Share template feedback](#)



3.RESULT

3.1. DATA MODEL

OBJECT NAME	Fields in the Object	
Job posting sites	Field Label	Data type
	Job Posting site	TEXT
	Site name	AUTO NUMBER
Reviews	Field Label	Data type
	Reviews	TEXT
	Review number	AUTO NUMBER

3.2 ACTIVITY AND SCREENSHOT

MILESTONE : 1-5

The screenshot shows the Salesforce Setup page for a user named ASWIN R. The user's profile is displayed with various details and settings. The sidebar on the left contains navigation links for Setup Home, Service Setup Assistant, Multi-Factor Authentication Assistant, Release Updates, Lightning Experience Transition Assistant, Salesforce Mobile App, Lightning Usage, Optimizer, and Administration. The main content area shows the user's details, including Name, Alias, Email, Username, Nickname, Title, Company, Department, Division, Address, Time Zone, Locale, Language, and Role. The Role is set to System Administrator. There are also links for Edit, Sharing, and Change Password.

MILESTONE : 6-9

Save

Quick Save

Preview As...

Cancel

Undo

Redo

Layout Properties

Fields

Buttons

Quick Actions

Salesforce1 & Lightning Actions

Expanded Lookups

Related Lists

Quick Find

Field Name

✕

Section	Destination State	Purpose of Trip	Trip Start Date
Blank Space	Last Modified By	Status	
Created By	Out-of-State	Travel Approval #	
Department	Owner	Trip End Date	

Travel Approval Detail

Standard Buttons

Custom Buttons

Edit

Delete

Clone

Change Owner

Change Record Type

Sharing

Information (Header visible on edit only)

Travel Approval #

GEN-2004-001234

Owner

Sample User

Purpose of Trip

Sample Purpose of Trip

Status

Sample Status

Trip Start Date

6/21/2017

Trip End Date

6/21/2017

Out-of-State

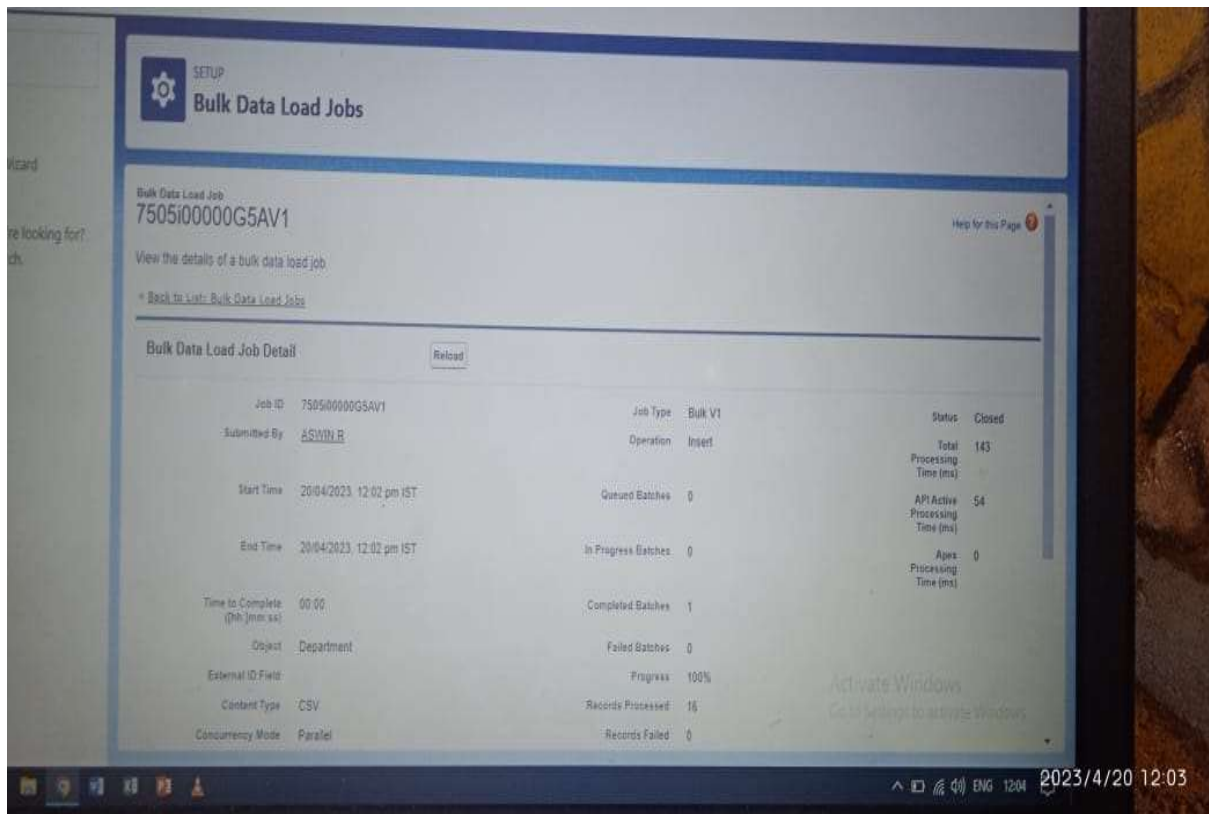
☒

Destination State

Sample Destination State

Department

Sample Department



MILESTONE : 10,11

Travel App

Chatter

Reports

Dashboards

Departments

Travel Approvals

REPORT

New Travel Approvals Report

Search all fields...

Q

x

Outline

Filters

Groups

GROUP ROWS

Add group...

Q

Trip End Date

x

Out-of-State

x

GROUP COLUMNS

Add group...

Q

Columns

Add column...

Q

Travel Approval: Travel Approval #

x

Department

x

Status

x

Destination State

x

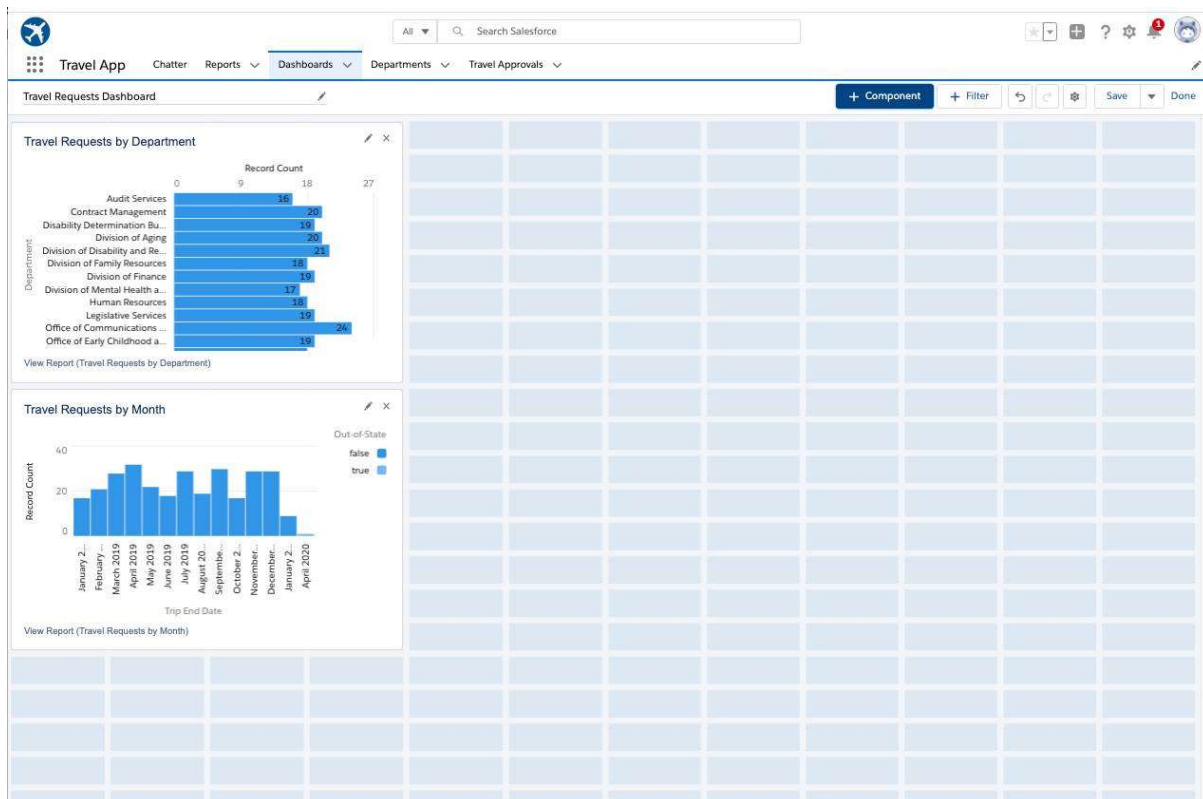
Trip Start Date

x

Previewing a limited number of records. Run the report to see everything.

Update Preview Automatically

Trip End Date	Out-of-State	Travel Approval: Travel Approval #	Department	Status	Destination State	Trip Start Date
February 2019 (3)	<input type="checkbox"/> (3)	TA-00171	Legislative Services	Approved	CA	2/12/2019
		TA-00172	Audit Services	Approved	FL	2/18/2019
		TA-00185	Division of Aging	Approved	FL	2/18/2019
Subtotal						
March 2019 (2)	<input type="checkbox"/> (2)	TA-00169	Office of General Counsel	Approved	GA	3/2/2019
		TA-00173	Human Resources	Approved	OK	2/28/2019
Subtotal						
April 2019 (1)	<input type="checkbox"/> (1)	TA-00184	Office of General Counsel	Approved	FL	4/9/2019
Subtotal						
May 2019 (3)	<input type="checkbox"/> (3)	TA-00178	Office of Medicaid Policy and Planning	Approved	OK	5/23/2019
		TA-00180	Office of Early Childhood and Out-of-School Learning	Approved	OK	5/14/2019
		TA-00181	Division of Mental Health and Addiction	Approved	TX	5/9/2019
Subtotal						
June 2019 (2)	<input type="checkbox"/> (2)	TA-00175	Division of Family Resources	Rejected	FL	6/20/2019
		TA-00182	Office of Medicaid Policy and Planning	Approved	TX	6/8/2019
Subtotal						
July 2019 (1)	<input type="checkbox"/> (1)	TA-00187	Office of Communications and Media	Approved	TX	7/19/2019
Subtotal						



4. TRAILHEAD PROFILE PUBLIC URL

TEAM LEADER : [https:// trailblazer.me/id/aswir8](https://trailblazer.me/id/aswir8)

TEAM MEMBER 1 : <https://trailblazer.me/id/thant26>

TEAM MEMBER 2 : <https://trailblazer.me/id/mamundi>

TEAM MEMBER 3 : <https://trailblazer.me/id/labishek>

5. ADVANTAGES AND DISADVANTAGES

ADVANTAGES :

- **Approvals on time. The entire process of planning and managing a trip is a long and stressful process.**
- **Customize approval workflows. The approval process can differ from company to company**
- **Increase compliance and reduce costs.**
- **Faster process.**

DISADVANTAGES :

➤ **It's another process for everyone to think about. An extra layer of bureaucracy costs time and efficiency.**

➤ **The old carrot and stick argument. Think about your company culture and how people want to be treated by their employers.**

➤ **Getting that green light.**

6. APPLICATIONS

- **About the sample application**
- **Prerequisites**
- **Installing the sample application**
- **Defining the Use of an External Web Browser**
- **Starting the sample application**
- **Logging in as an Employee for Requesting of Business Trip**
- **Entering the Travel Request with Flight and Hotel Information**
- **Adding Additional Expenses to your Travel Request**
- **Logging in as a Manager for Approving Travel Request**
- **Approving a Travel Request.**

7. CONCLUSION

Travellers continue to seek authentic experiences. The tools they use to research and book these experiences are constantly changing due to innovations in technology. Destinations are also challenged by limited financial resources and strong competition for tourist dollars from other iconic and even lesser known locations. The personalisation of travel suggests that independent travel will have a stronger presence than group travel, however, we must always consider the type of traveller. The travel services sector is being forced to innovate at a startling rate.

In the past, face to face consultations with a travel agent was paramount for booking both leisure and business travel. Technology and global circumstances, such as pandemics, financial collapses, and terrorism, have put pressure on tourism and travel services. With the development of OTAs and emerging and disruptive technologies, the travel services landscape is constantly changing.

8. FUTURE SCOPE

As per various studies, the industry is expected to create over 45 million jobs in India by 2025. Students have endless career opportunities in this fast-growing industry of travel and tourism.

84% of Hilton survey respondents plan to travel the same amount or more as they did in 2022, all the while seeking out travel innovations that make their stays easier through both technology and personalized service.
